SOUNDWORLD
solutions™

BLUETOOTH *SERIES*

CS10

PERSONAL SOUND AMPLIFIER

USER GUIDE

THANK YOU

Thank you for purchasing the CS10.

This Bluetooth Personal Sound Amplifier offers tremendous flexibility and customization in terms of fit and sound settings, allowing you to hear better in circumstances like business meetings and family gatherings.

Visit our web site and register your CS10 to receive important updates, information about new products, and exclusive offers.

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GETTING STARTED

Your CS10 Bluetooth Personal Sound Amplifier includes the following parts:

- CS10 Earpiece
- Two rechargeable batteries
- Battery charging kit
- Three ear tips (small, medium, large)
- Earpiece cleaning tool
- Carrying case

EARPIECE

Battery wire in adjustable tube provides comfortable fit regardless of ear size.

Battery terminal has magnetic connectors for quick and easy battery installation.

Nozzle provides secure base for mounting ear tips.

Program button located on the back edge of earpiece switches between three preset amplification profiles.

Ear tip fits in your ear like standard ear buds. The smallest ear tip comes pre-attached to the CS10.

Volume button located on the face of the earpiece allows user to increase or decrease level in 3 dB increments.

Directional microphone for improved audio quality during phone calls.

CHARGING KIT

Charger power supply (wall plug)

Charger base has two battery charging stations with independent LED indication lights.

Charger cable micro-USB to USB

Charging Batteries

While your batteries may have a small charge when you unpack them, we recommend fully charging the batteries before you start using your CS10. It will take up to 2 ½ hours to fully charge your batteries. Fully charged, each battery will power the CS10 for up to 9 hours of normal listening.

To charge the batteries:

1. Assemble the charging kit by plugging the small end of the cable into the charger base, and plugging the large end into the charger power supply.

   Note: The large end of the charging cord can also be plugged into a standard USB connector on your computer.

2. Plug the power supply into a standard AC outlet. The lights on top of the charger will glow blue to confirm power is reaching the charging stations.

3. Connect the batteries to the two charging points on the charger by aligning the magnets. Once the battery is in place, the indicator light will change color. A red light indicates the battery is charging. The light will turn green when the battery is fully charged and is ready to use.

⚠ WARNING - Magnetic Field

Can be harmful to pacemaker and defibrillator wearers. Do not place CS10 earpiece or batteries in a shirt pocket or near your pacemaker or defibrillator.

Personal fit

1. The CS10 comes with three different sized ear tips: small (pre-attached to earpiece nozzle), medium, and large. If the small tip is not snug in your ear, detach the ear tip from the nozzle and try the medium or large tip.

2. Slide the ear tip all the way onto the earpiece nozzle. The end of the sleeve should come into contact with the base of the nozzle.

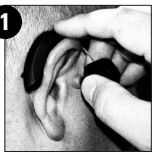
Note: Do not wear the earpiece without an ear tip attached.

3. The battery wire can be adjusted to maximize the comfort of your CS10. Grasping the body of the earpiece in one hand, gently pull or push the battery wire with your other hand to achieve the desired length. Be careful not to pull too hard.

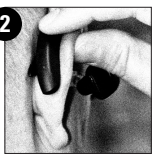
Attaching a battery to the CS10

1. Align the contacts and magnets of a charged battery with the battery terminals and magnets on the earpiece.
2. Once the battery snaps into place, the unit is on. It is normal to have a slight delay of a few seconds as the unit powers up. To turn the unit off, simply disconnect the battery.
3. The CS10 provides an audible low battery indication. When you hear five tones played in sequence (low, high, low, high, low) it is time to change batteries.

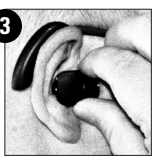
Placing the CS10 on your ear



1. Place the battery behind your ear, hanging the battery wire over your ear.



2. If you wear eyeglasses, position the battery between the earpiece of your glasses and your ear. Be aware that removing or adjusting your glasses may create a distracting noise in your CS10.



3. Insert the ear tip straight into your ear gently, wiggling slightly to ensure a good fit. The ideal fit is snug, but not tight.

Listen to the recorded audio guide to gain familiarity with the CS10's controls. This guide will automatically start to play approximately 15 seconds after the battery is attached.

Note: To disable the audio guide press and hold the volume and program buttons for three seconds after the audio guide has concluded. You can reactivate the audio guide by resetting the device to its original factory settings. To reset the device press the buttons in the following sequence: program, program, volume, volume, program. Resetting the device will delete any CS10 settings that have been customized.

Adjusting the volume

Press the volume button to increase the volume. You will hear three tones in ascending pitch to indicate the new level. When you have reached the maximum volume, the last tone in the series will descend. Push and hold the volume button to decrease the volume. You will hear three tones in descending pitch to indicate the new level.

Selecting a profile

The CS10 comes programmed with three preset profiles with shaped frequency responses based on the most typical amplification needs. Each preset profile has automatic level adjustments to maximize comfort and speech audibility.

Press the program button to toggle between the three preset profiles.

Preset 1 – (Factory default setting.) Boost in high frequency range. You will hear "Preset 1" when returning to this preset.

Preset 2 – More boost in high frequency range compared to Preset 1 along with mild boost in mid-range frequencies. You will hear "Preset 2" after selecting this preset.

Preset 3 – Equal high and mid-range frequency boost as Preset 2, but with an increase in low frequency range as well. You will hear "Preset 3" after selecting this preset.

Go to a relatively quiet environment and listen to a sound source like a television program or a person speaking with each of the three presets for some time. You should readjust the volume to a comfortable level each time after selecting a new preset. Try all three presets over the course of a few days in common listening situations like conversations and watching television in order to determine the most suitable preset profile and volume setting for your needs.

The most suitable setting is the one you need to change the least during the course of the day. The automatic adjustments within each preset profile should be able to maintain comfort and audibility without having to adjust the volume except in unusual situations.

Getting used to your CS10

It may take some time to get used to the amplification provided by your CS10. You will hear many sounds with clarity you are not used to hearing. Ambient and environmental sounds like shuffling papers, or cutlery and dishes may be distracting at first. Your brain needs to get used to these sounds. Over the course of about two weeks the initial discomfort will fade as you become accustomed to the new palate of brighter and clearer sounds you are experiencing.

Pairing with Bluetooth devices

Pairing your CS10 to a Bluetooth device like smartphones and computers is a simple one-time operation. Your CS10 will seek and attempt to pair with Bluetooth devices for 3 minutes each time the battery is attached. After that time, if no devices have been detected, the unit will stop trying to pair and the Bluetooth transmission will be turned off.

1. Be certain the device you wish to pair with has its Bluetooth functionality turned on. (See device instructions for specific details.)
2. Attach a charged battery to the CS10.
3. Watch device you are trying to pair with for CS10 to be detected. CS10 should appear on the screen. If asked for a pin, enter "0000".
4. Select the CS10 from list of Bluetooth devices to ensure pairing.

Note: For best results the CS10 should be within 10 feet of the Bluetooth device.

Answering phone calls

1. To answer a telephone call, press the CS10 volume button. On some phones, you may need to select the CS10 when answering a call.
2. During phone calls, the volume button can be used to control the volume of the call. Press to increase volume, push and hold to decrease volume.
3. To hang up, press the CS10 program button or end the call with the phone's controls.
4. Do not push the program button during a call. The call could be terminated.

Note: For best results, place phone on same side of body as CS10.

Advanced customization

For even more functions and options to personalize the performance of your CS10 please visit ***www.SoundWorldSolutions.com***. There you can download the free CS10 Customizer app for smartphones and computers. This app will allow you to further personalize the settings within your CS10 via Bluetooth link.

Under the "Personalize" tab of the app you can initiate an automated program that will walk you through the steps in tailoring the performance of the CS10 to your specific preferences.

The "Profiles" tab allows you to select one of the three preset profiles, or a personal profile developed by the automated program mentioned above.

Once one of these profiles has been selected on the CS10 Customizer app it becomes the baseline profile in the CS10. The program button can now be used to toggle between additional settings designed to optimize the performance of the CS10 in specific situations. (See page 16.)

Press the program button to toggle between:

Baseline Profile – You will hear one confirmation beep when returning to your baseline profile.

Restaurant Mode – You will hear two quick confirmation beeps when entering the CS10's Restaurant Mode. Restaurant Mode emphasizes the directional microphone to focus on sounds coming from in front of you and provide more rejection of unwanted sounds in noisy environments.

Entertainment Mode – You will hear three quick confirmation beeps when entering the CS10's Entertainment Mode. Entertainment Mode provides increased low frequency response for a more natural sound at musical or theatrical events.

"Reset" will return the program button to its original mode allowing the user to cycle through the preset profiles.

The "Equalizer" provides sliders to adjust the individual settings for treble, mid, and bass frequencies for a customized user experience. There is also a slider to adjust the volume, similar to the volume button on the CS10.

CARE AND CLEANING

To maintain optimal performance of your CS10, please adhere to the following precautions:

- DO NOT get water or other liquids on or in the earpiece.
- DO NOT wear the CS10 while swimming, showering, out in heavy rain, or in a moist environment.
- DO NOT wear the earpiece without an ear tip attached.
- DO NOT use solvents or liquids on the CS10.
- DO NOT sleep with the CS10 on.
- DO NOT leave the CS10 or charger in direct sunlight or excessive heat.
- Remove the CS10 when applying cosmetics, perfume, aftershave, hairspray, lotion, or any other product that might get into the earpiece.
- Remove the CS10 during strenuous physical activities, like working out.
- Keep the CS10 and charger clean and dry.

A cleaning tool is included with your CS10. It is recommended that you use the wire loop at the end of this tool to remove any wax buildup from the ear tip and nozzle at least once per week. Clean the outside surfaces of the CS10 periodically by wiping with a soft dry cloth. Never use solvents or liquids to clean any part of the CS10.

Additional ear tips and replacement batteries can be purchased online at ***www.SoundWorldSolutions.com*** or by calling **1-855-792-0117**.

APPENDIX

TROUBLESHOOTING

No sound coming from CS10

- Be certain battery is attached properly
- Confirm the battery is charged
- Remove any wax that may be blocking the ear tip or nozzle

Sound is muffled or garbled

- Check that the ear tip is mounted to nozzle correctly
- Remove any wax that may be blocking the ear tip or nozzle
- Adjust volume setting
- Try a different preset or environmental setting
- If using as Bluetooth headset, be certain you are within 10 feet of the device

Battery is not charging

- Be certain the charger kit is completely assembled
- Be certain the charger is connected to a power source (blue indicator lights)
- Be certain battery is properly mounted to charging station (red indicator lights)

CS10 is not pairing with my phone

- Be certain Bluetooth is turned on in the phone
- Pair the device within the 3 minutes of powering up the CS10
- Ensure that CS10 is selected as active device on the phone
- Use CS10 within 10 feet of phone

APPENDIX

WARRANTY

Limited Warranty

Sound World Solutions will repair or, at Sound World Solutions' option, replace any CS10 Bluetooth Personal Sound Amplifier (the "Product") if in Sound World Solutions' opinion it is defective in materials and/or workmanship. This limited warranty is in effect for one year from the purchase date by the end-user of the Product (the "Customer"). Sound World Solutions' liability shall be limited to the cost of the affected part or parts. All shipping, taxes and other costs are the Customer's sole responsibility.

This warranty is made only to the Customer and is non-transferable. To make a warranty claim, the Customer must provide Sound World Solutions with proof of purchase, and then receive a Return Merchandise Authorization (RMA) number and ship the Product to Sound World Solutions. After receipt, Sound World Solutions will inspect the Product at its facility for the claimed defects and, if found to be defective when purchased, Sound World Solutions will replace the Product or refund the purchase price within 30 days. Replacement parts or products are warranted only for the original warranty period. Sound World Solutions will not make any refunds or exchanges without prior authorization.

APPENDIX

WARRANTY

Exclusions

This limited warranty: Covers only the Product and its battery pack, and does not cover any other accessories, goods or services; is effective only if the Recommended Usage Instructions are followed and the Product is used properly and only for its intended purpose; does not cover damage that Sound World Solutions determines to have been caused by normal wear and tear, or by misuse or use of the Product for other than its intended purpose; does not cover any non-conformity, damage or defect attributable to modification or repair of Products not authorized by Sound World Solutions and does not cover damage caused by accident, acts of God or event of force majeure, negligent or intentional misuse, alteration or damage, or to any Products that have not been properly handled, stored or used after delivery to the Customer.

Exclusive Warranty

This Limited Warranty is Sound World Solutions' exclusive warranty regarding the Product. This Warranty may not be modified, altered or amended and Sound World Solutions does not authorize and will not be bound by any other warranties or representations regarding the Product by its representatives, employees, agents or others. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. SOUND WORLD SOLUTIONS DOES NOT MAKE ANY EXPRESS OR IMPLIED WARRANTY REGARDING THE PRODUCT, AND EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

APPENDIX

WARRANTY

Limitation of Liability

Under no circumstances will Sound World Solutions have any liability or obligation whatsoever for consequential, indirect, incidental, special or punitive damages, including damages for loss of profit, damage to property or personal injury (including loss of consortium), whether based on contract, tort (including negligence and strict liability) or otherwise. Sound World Solutions' only obligation and Customer's exclusive remedy shall be limited to repair or replacement of the defective Product subject to the terms of this limited warranty. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU.

Dispute Resolution

SOUND WORLD SOLUTIONS AND CUSTOMER HERETO HEREBY ABSOLUTELY, IRREVOCABLY AND UNCONDITIONALLY WAIVE, TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, ALL RIGHT TO TRIAL BY JURY OF ANY CLAIM OR CAUSE OF ACTION BASED UPON OR ARISING OUT OF OR RELATING TO THIS LIMITED WARRANTY IN ANY ACTION, PROCEEDING OR OTHER LITIGATION OF ANY TYPE BROUGHT BY SOUND WORLD SOLUTIONS OR CUSTOMER AGAINST EACH OTHER WHETHER WITH RESPECT TO CONTRACT CLAIMS, TORT CLAIMS, OR OTHERWISE.

APPENDIX

IMPORTANT INFORMATION

Warning: To reduce the risk of electric shock, do not remove cover. No user serviceable parts inside. Refer servicing to qualified personnel.

Warning: To reduce the risk of fire or electric shock, do not expose this product to rain or moisture. The CS10 should not be exposed to dripping or splashing. No objects filled with liquids should be placed on the CS10.

Important Safety Instructions

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry cloth.
7. Do not block any ventilation openings. Install in accordance with manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Unplug this apparatus during lightning storms or when unused for long periods of time.
11. Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.

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IMPORTANT INFORMATION

Bluetooth

The Bluetooth® word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Sound World Solutions is under license. Other trademarks and trade names are those of their respective owners.

⚠ General Warnings

If you have or think you may have any one of the following symptoms, do not use this product until you have consulted a physician:

- History of excessive wax build-up
- Pain or discomfort in the ear
- Fluid or drainage from the ear within the past 90 days
- Ear canal blockage, a lasting ear infection, or a plugged up fullness feeling
- Visible deformity of the ear
- Sudden, rapid progressing, or fluctuating hearing loss within the past 90 days
- Chronic difficulty hearing
- Ringing in only one ear
- Hearing loss only in one ear that worsened in the past 90 days
- Spells of acute or chronic dizziness

Pacemakers and defibrillators can be sensitive to magnetic fields. Do not place CS10 earpiece or batteries in a shirt pocket or near your pacemaker or defibrillator.

Keep all parts of the CS10 earpiece and charger kit away from children under the age of 3. These components contain small parts that may present a choking hazard.

APPENDIX

IMPORTANT INFORMATION

Industry Canada Regulatory Information

Operation of this device is subject to the following two conditions: (1) This device may not cause interference and (2) This device must accept any interference, including interference that may cause undesired operation of the device. See RSS-GEN 7.1.5.

FDA Note on Personal Sound Amplifiers (PSAPs)

PSAPs are intended to amplify environmental sound for non-hearing impaired consumers. They are not intended to compensate for hearing impairment. Examples of situations in which PSAPs typically are used include hunting (listening for prey), bird watching, listening to lectures with a distant speaker, and listening to soft sounds that would be difficult to hear (e.g., distant conversations, performances). Because PSAPs are not intended to diagnose, treat, cure or mitigate disease and do not alter the structure or function of the body, they are not devices as defined in the Food, Drug and Cosmetic Act. As such, there is no regulatory classification, product code, or definition for these products. Furthermore, there are not requirements for registration of manufacturers and listing of these products with FDA.

However, PSAPs are subject to applicable provisions of the Radiation Control for Health and Safety Act of 1968, under which FDA regulates electronic products that emit sonic vibrations, such as sound amplification equipment. (See also 21 CFR 1000.15.) Manufacturers of PSAPs must report defects and adverse events and take other measures described in 21 CFR Part 1003. Manufacturers of PSAPs must also comply with requirements to repurchase, repair, or replace electronic products required under 21 CFR Part 1004.

APPENDIX

IMPORTANT INFORMATION

FCC Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different than that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Users are not permitted to modify or make changes to the device in any way. Changes or modifications not expressly approved by Sound World Solutions could void the user's authority to operate the equipment.

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